

CHAPTER 6

REGISTRATION FOR ACTIVITIES OR EVENTS

When hosting an event, such as a conference, workshop, tour, etc., you may have a registration process (usually a form) for enrollment.

EXAMPLE: The Department of Taxation sponsors a one day seminar on the tax code only for Certified Public Accountants. A registration fee is charged and pre-registration is required.

EXAMPLE: The Department of Business, Economic Development, and Tourism sponsors an exhibit and exposition on new business opportunities for people interested in starting their own business. There is no registration fee, but registration is required.


Although the primary reason for registration is usually to control the capacity of the attendance and to collect registration fees, if applicable, your registration process will also be the key to a successful accessible event. You will be able to use the registration form to obtain specific information regarding the special needs of your audience. Knowing your audience is the one way you can successfully plan for their needs. The registration form offers an opportunity for someone with a disability to identify in advance personal needs for assistance or accommodation.

The registration form is an opportunity to obtain the following information:

- If any participant needs materials in an alternate format
- If any participant requires a sign language interpreter or other communication access service
- If any participant requires auxiliary personnel for mobility, eating, or other assistance
- If any participant has special dietary needs
- If any participant needs accessible parking
- If any participant has any other unique needs relating to his or her disability


Advance registration forms are highly encouraged for events even if you have no registration fee, in order to avoid unanticipated, last minute, or on site requests for assistance. Remember, however, that you cannot require advanced registration solely for people with disabilities who have special needs requests, because that would establish discriminatory eligibility criteria. If you have an advanced registration process, you must ask all your attendees to register.

Your registration forms should be developed with the same consideration for alternate formats as previously mentioned for printed information in **Chapter 4**.

 Refer to **Chapter 4** for information to ensure that the printed announcements or publicity materials are accessible.

Ideally, your registration form should also contain your TTY number. Your registration form should ask the participants to list their phone number so that your staff is able to make a follow-up call to the person and confirm that the special request has been received and will be honored appropriately. It is also an opportunity to find out if an option other than the one requested on the form is appropriate.

The wording on your registration form should be more specific than the wording on your general announcements or publicity materials.

 Refer to **ATTACHMENT L** for sample statements for registration forms.

CHECKLIST FOR ENSURING THE REGISTRATION PROCESS IS ACCESSIBLE

YES NO

___ ___ Appropriate wording has been used to inform attendees that requests on the basis of disability can be arranged.

 Refer to **ATTACHMENT L** for sample statements for registration forms.

___ ___ The phone number on the registration form is accessible via a TTY and has that TTY number listed.


___ ___ If YES, staff knows how to use the TTY.

 Refer to **ATTACHMENT J** for information on telephone communication devices.

___ ___ If NO, staff knows how to use the Telecommunications Relay Service (TRS).

 Refer to **ATTACHMENT K** for information on how to use the Telecommunications Relay Service (TRS).

___ ___ The registration form is typeset for easy reading.

 Refer to **ATTACHMENT F** for guidelines for producing materials in print format.